

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:597
ANSWERED ON:19.07.2017
Poor Quality of Food
Rawal Shri Paresh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has received complaints for the poor quality food service from the private catering service in Ahmedabad-Delhi Swarna Jayanti Rajdhani Express Train;
- (b) if so, the details thereof;
- (c) the action taken by the Government against the food contractor;
- (d) whether it is true that the food contractor on this route was blacklisted; and
- (e) if so, the details of authority responsible for giving contract to the same contractor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a) to (c): Yes, Madam. 133 catering complaints were received in respect of Train No. 12957-12958 (Ahmedabad -New Delhi Swarna Jayanti Rajdhani Express) during the period May, 2016 to February, 2017. A total fine of ₹ 9,55,000/- has been imposed and ₹ 8,30,000/- has already been recovered by the Railway during this period, against 104 complaints. Consequently, in view of the increasing catering complaints, Western Railway terminated the catering contract awarded to M/s Ambuj Hotel and Real Estate (P) Limited and Indian Railway Catering and Tourism Corporation Limited (IRCTC) took over the train for providing catering services through departmental operations w.e.f. 30.03.2017. Later, onboard catering services have been partially unbundled by IRCTC by appointing M/s Food World as onboard service provider w.e.f. 01.05.2017. 11 complaints regarding poor quality of food have been reported in this train from 18.05.2017 to 30.06.2017 after appointment of the above service provider on which penal action has been initiated as per extant provisions.

(d): Yes, Madam. M/s Ambuj Hotel and Real Estate (P) Limited, the then contractor of Ahmedabad-Delhi Swarna Jayanti Rajdhani Express train, has been debarred from participating in the future similar contract/license of the Indian Railways w.e.f. 29.03.2017 for a period of one year.

(e): Does not arise.
